

POSITION DESCRIPTION

DOA-15302 (C07/2015)
PREVIOUSLY OSER-DMRS-10
State of Wisconsin
Department of Administration/Division of Personnel Management

Rvsd 2/25/19

1. Position No. 314607	2. Cert / Reclass Request No. 19-8151	3. Agency No. 566
4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Wisconsin Department of Revenue Lottery Division Security & Operations Bureau Security 2135 Rimrock Road Madison, WI 53714	
6. CLASSIFICATION TITLE OF POSITION Lottery Services Specialist		
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT Kevin Kaminski, Revenue Administrative Manager	
9. AGENCY WORKING TITLE OF POSITION Lottery Security Investigator	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Jon Peterson, Lottery Services Specialist - Advanced	
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Kevin Kaminski Revenue Administrative Manager	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?	
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes [] No [X] IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM		

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

SEE ATTACHED

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

- a. The supervision, direction, and review given to the work of this position is [X] close [] limited [] general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

Signature of employee _____ Date _____

18. Signature of Human Resources Manager _____ Date _____

POSITION SUMMARY (Line 14)

This position is responsible for enforcing Wisconsin Statutes, Chapter 565 (State Lottery) and administrative rules specifically those pertaining to the operations of the Wisconsin Lottery. The investigator is responsible, as part of the overall security and integrity of the Lottery and lottery products, for ensuring that policies and procedures for the physical and electronic security are adhered to by Lottery employees and contracted providers. The investigator conducts routine investigations and assists in complex investigations of any violations of statute, rules or policies, and contract requirements. This position is responsible for preparing reports of investigative findings and submitting them to management.

This is an entry-level position that will work under close supervision, progressing to limited supervision of the Security & Operations Bureau Director.

TIME % GOALS AND WORKER ACTIVITIES (Line 15)

45% A. Ensure the physical and electronic security of the Lottery and lottery products.

- A1. Assist in monitoring contractor's daily system reports such as terminal shutdowns, instant ticket validation rejections and instant ticket system changes. Report and take appropriate action when any abnormalities are encountered.
- A2. Assist in monitoring security logs and assist with the review of internal local area network (LAN) activities for compliance with Lottery policies and procedures.
- A3. Assist in developing security policies and procedures for the Lottery as part of the maintenance and updating of the Lottery security manual.
- A4. Perform security procedures to ensure proper validation of high tier prize lottery tickets in a timely manner.
- A5. Perform all security procedures associated with missing, altered and stolen lottery tickets and on-line ticket stock.
- A6. Inspect instant tickets when there is a question of manufacturing defect, make determination regarding their defective nature, change ticket status in the computer as needed, and take appropriate actions to resolve the situation.
- A7. Maintain and/or ensure unbroken chains of custody for check stock, game validation files and game shipment files.
- A8. Verify the accuracy and completeness of Lottery owned ticket shipments delivered to the Vendor warehouse.
- A9. Receive, enter and destroy returned tickets per policy, identify and report any tickets that are ineligible to be returned.
- A10. Receive, account for and destroy returned ticket stock per policy.

40% B. Conduct routine investigations for the Lottery in accordance with established statutes, rules, regulations, and Lottery policies and procedures; or assist higher level Consumer Protection Investigators in conducting more complex investigations.

- B1. Conduct reviews of Lottery Retailers to ensure that the level of compliance and services standards are being met.
- B2. Provide guidance to retailers regarding inventory, and security best practices.
- B3. Assist with both oral and written complaints of alleged violations of Lottery or state statutes, rules and regulations. Identify, secure and analyze documents, records and other forms of evidence that are relevant and substantive in an investigation. Assist in the coordination of inquiries with all Lottery personnel and file appropriate investigative reports.
- B4. Assist in providing technical advice and assistance to local law enforcement agencies regarding lottery products with respect to forgeries, theft, attempts to redeem missing and/or stolen tickets, and other illegal activities as defined by statute.
- B5. Prepare detailed and accurate narrative investigative reports.
- B6. Maintain cooperative working relationships with local, state and federal law enforcement agencies and local district attorney's offices.

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- 10% C. Ensure the security and integrity of all Lottery facilities.
- C1. Inspect and/or review security measures used to safeguard Lottery records and game materials.
 - C2. Monitor access to all Lottery facilities and maintain access records. Coordinate issuance of access to all Lottery facilities. Generate building access reports as needed for all facilities.
 - C3. Monitor cameras in validations, Lottery suite, Internal Control System (ICS) room, Dairy Drive Security and ICS rooms and warehouse. Report unusual activity and document and preserve camera footage as needed.
 - C4. Maintain physical and procedural security measures and devices at Lottery offices.
 - C5. Investigate possible violations of security systems.
 - C6. Perform/coordinate security and compliance inspections at vendor facilities under Lottery contracts to ensure adequate security procedures and measures are being followed.
 - C7. Oversee the response to Lottery building alarms, investigate cause and take appropriate action.
 - C8. Assist with informing and training Lottery or department employees on security procedures and guidelines and general safety and other emergency procedures.
 - C9. Process and return tickets from Lottery Customer Service Specialist; Field Marketing Representatives and Retailers to the warehouse. Identify and report any tickets that are ineligible to be returned.
- 5% D. Performance of Other Administrative Tasks as Assigned.
- D1. Assist retailers with questions regarding validation of tickets, missing and/or stolen tickets, or other technical information regarding Lottery products.
 - D2. Review and adhere to record retention and disposal authorization (RDA) guidelines for Lottery Security.
 - D3. Prepare reports as directed by management and maintain security filing system in accordance with current record retention guidelines.
 - D4. Other projects as assigned by management.
 - D5. Assist in preparation of materials to be used for testifying in court.
 - D6. Observe more senior Security Investigators testifying in court regarding investigative findings.

KNOWLEDGES, SKILLS AND ABILITIES

1. Knowledge of statutory requirements, state guidelines, and department policies and procedures related to the Wisconsin Lottery.
2. Knowledge of investigative methods and techniques.
3. Knowledge of security best practices and associated controls.
4. Knowledge of physical and data security principles.
5. Skills in the use of Microsoft Office Suite (Word, Excel, Outlook, etc.).
6. Team participation skills.
7. Effective decision making skills.
8. Effective written and oral communication skills.
9. Ability to conduct investigations, obtain evidence and analyze findings in conjunction with applicable statutes or rules.
10. Ability to develop and maintain effective working relationships with staff in the Lottery, in other divisions and departments, legal counsel, law enforcement, and a wide variety of customers.
11. Ability to solve problems in a rational, systematic manner resulting in sound and logical solutions acceptable by others.
12. Ability to be proactive in identifying problems, logically and thoroughly analyzing the situation, and providing appropriate and workable solutions.
13. Ability to create investigative and security monitoring compliance summaries and reports.
14. Ability to assist in preparation of materials to be used for testifying in court.
15. Ability to observe more senior Security Investigators testifying in court regarding investigative findings.